

Telecommunication services Frequently asked questions

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Contracts and complaints

How to use prepaid card services?

You can buy a prepaid card in any mobile operator's outlet or store/news stand where you will be able to select a starter pack from any of the various service providers. To use prepaid services, you must register your SIM card. Registration involves filling out and signing a form. Enter the following data in the registration form:

- first and last name;
- PESEL number or the name, number and series of your identity document. If you do not have a PESEL number, enter your passport or residence card number.

In what form can I enter into a contract?

You can enter into a telecommunication services contract in written, electronic or document form, or by factual acts (for example, by topping up your account in the case of prepaid services).

What is the duration of the contract?

The first telecommunication services contract entered into with an operator for a definite time may not last for more than 24 months.

If the operator offers definite time contracts, it must propose at least one offer that allows you to enter into a contract for up to 12 months.

If a subscriber extends a definite time contract, the duration of the annex to the contract may last for more than 24 months.

Can I terminate the contract to provide services at any time?

You can terminate the contract by observing the statutory or contractual period of notice. If you terminate the contract before its duration has elapsed, the provider may charge you with a financial penalty.

Can I withdraw from a contract without a financial penalty?

As a consumer, you can withdraw from a contract you signed at home within 14 days of the date of signing. To this end, it is enough to send a withdrawal notice before the 14 days have elapsed.

You are not entitled to withdraw from the contract if you entered into it at the operator's outlet.

What should I do if my bill is overcharged, or the service does not work properly?

You may file a complaint with your provider. The complaint may be filed in writing (personally or by mail), electronically, by phone, or orally at the operator's outlet.

The complaint may concern:

- failure to observe the service start date due to operator's fault;
- non-performance or improper performance of the service;
- improper calculation of service fees.

How much time does the operator have to reply to the complaint?

The operator should process your complaint within 30 days of filing.

Roaming and international calls

What is the difference between roaming and international calls?

Roaming occurs when you make a call using a Polish number while you are abroad. The number you call (Polish or foreign) does not matter. What matters is that your phone is logged into a foreign network. If you call someone in Germany or Poland, you are making a roaming call.

If you call someone in Germany or Ukraine from Poland, you are making an international call. The call is charged according to the provider's tariff.

How can I use roaming?

Enable the roaming service in your phone. Enabling/disabling roaming is free of charge and can be done:

- via short USSD codes,
- by contacting the operator's customer service desk.

Is the provider of roaming services obliged to notify me about the costs of services in another country?

Yes, providers must inform you about the costs of providing a service in another country, whether part of the European Union or European Economic Area or not. Each time you cross the EU/EEA border or an EU/EEA internal border, you should receive a text message with the relevant information.

What is the RLAH principle?

Within the European Union and European Economic Area, calls are billed according to the RLAH (Roam Like At Home) principle.

If you travel from Poland to another EU/EEA country, the service provider must not charge you extra, except for charges resulting from the Fair Use Policy. According to the RLAH principle, roaming charges should be the same as charges for domestic services.

As part of the Fair Use Policy (FUP), the operator monitors the manner in which you use roaming services for four months. If during that period you spend more time abroad than in your own country and if you use roaming services more frequently than domestic services, the operator may charge you extra.

Does data transmission follow the same rules as in Poland?

For Internet access, the operator grants you a specific data transmission cap. The minimum cap is related to your subscription fee or, as is the case with prepaid services, the top-up amount, and to the size of your domestic data plan. If you exceed the limit, the operator may charge you extra.

Does the RLAH principle apply in Ukraine?

Ukraine is not part of the European Union, and therefore the Roam Like At Home principle does not apply to Ukrainian SIM cards in Poland or Polish SIM cards in Ukraine. Such services are billed as international roaming calls.

The cost of roaming calls outside UE/EEA may be higher than the cost of RLAH calls.

Roaming near borders

What is roaming near borders?

If you are staying in areas near the border, your phone may accidentally log into a foreign operator's network whose signal is stronger locally. This may expose you to unexpected costs because you are billed roaming charges. You should be especially attentive to this if you are staying near the borders with Ukraine, Belarus and Russia which are non-EU countries.

Your provider will bill you according to the current tariff. If you connect to a non-EU operator's network, the fees may be higher.

How to avoid extra costs in roaming near borders?

If you travel to border areas, set up manual network selection in your phone. You will then be sure that calls are handled by your operator.

You can change the phone's settings on your own to:

- disable roaming entirely. This will prevent your phone from logging into foreign networks;
- disable data transmission in roaming. This will prevent your phone from connecting to the Internet.

Also, remember to turn off:

- automatic updates,
- data synchronisation,
- voice mail.

Wi-Fi networks

How to reduce data transmission costs?

If you are in a hotel, train station, restaurant etc. you can use a public Wi-Fi network (Hotspot). This will help you avoid high fees for data transmission, especially if you are abroad.

If you use Wi-Fi, remember the following security rules:

- if you connect to a Wi-Fi network, do not let your smartphone remember it;
- make sure whether the Hotspot really belongs to the place it is assigned to;

- regularly update the operating system on your device;
- install an anti-virus application on your smartphone.

Cybersecurity rules

What is phishing?

Phishing is a form of fraud which can make you unwittingly reveal your personal data, such as usernames, passwords or bank card numbers, to criminals. Moreover, you will be convinced that you are passing the data to an institution you know, such as a bank or foundation.

Fraudsters are able to set up fake sites and send emails and text messages asking you to provide personal data or transfer money, for example for a bogus fundraiser. To avoid this, carefully check the address in the link or contact the company that purportedly sent you the information.

How to protect against phishing?

- Be on your guard, make sure you know the sender who sent you the link you are asked to click, call them for confirmation;
- pay attention to the addresses used to send the emails. Mistyped institution name or another typo may alert you to a fraud attempt;
- check with the sender (the bank, service provider, foundation, etc.) whether a message was really sent asking you to update your details, make a payment, etc.;
- do not trust messages that ask you for immediate action;
- verify information, carefully check fundraisers, offers, etc. Use trusted websites, entering the URL manually in the address bar;
- do not click suspicious links leading to sensational content, which may be a type of phishing;
- update the browser you use to the newest available version;
- do not install software from non-official repositories (for example fake apps imitating mObywatel);
- remember to install anti-virus software.

For persons with disabilities

Do providers offer accommodations for persons with specific needs?

Telecommunication operators ensure architectural, digital, information and communication solutions and accommodations for persons with specific needs, so that they can use telecommunication services on par with others.

What accommodations can you use at your operator's if you are a person with specific needs?

If you are a person with a disability, you can expect accommodations suited to your needs, for example, you have the right to:

- receive information you need in an accessible and understandable manner in hard copy or electronically;
- access the outlet/sales point by wheelchair;
- a Polish sign language interpreter;

- receive contracts, invoices and information in an accessible format;
- receive documents in text form by email;
- purchase a device adjusted to your needs;
- ask the outlet/sales point staff for help in configuring the device;
- use the operator's accessible website.

The above points refer to service in the Polish language. Ask your telecommunication operator for details.

Emergency numbers

112 – European emergency number

997 – Police

998 – Fire Service

999 – Emergency Care

984 – Water Rescue Service

985 – Mountain Rescue Service (also used by the Tatra Volunteer Rescue Service)

601100300 – mountain emergency number

601100100 – water emergency number

116000 – missing children hotline number

116111 – child and adolescent helpline

Remember! Those numbers can save someone's life. Do not call them without a reason.

